

TRANSPORT AND FARES CONDITIONS' EXTRACT (updated in February 2014)

ADMISSION TO TRANSPORT: to be admitted to the transport, travellers must provide themselves with the tickets, issued by any authorized point of sale.

TICKET SELLING: tickets are for sale at Navigarda ticket offices in DESENZANO, SIRMIONE, PORTESE, SALO', GARDONE, MADERNO, GARGNANO, LIMONE, RIVA, TORBOLE, MALCESINE, TORRI, GARDA, BARDOLINO, LAZISE and PESCHIERA, as well as at "Molinari" Travel Agency in Gardone, at "Bertuzzi" newsagent in Brenzone and at "Al Pescador" bar in Moniga. In case of docks not provided with a ticket office, tickets can be purchased on-board.

TRAVEL TICKET CHECK BY THE USER: at the moment of ticket withdrawal, travellers must check that it corresponds to the requested route and sort, that the price matches to the current fare and that the total cash amount has been correctly exchanged. In this regard, no claims can be lodged but immediately. Any error in the application of due amount or in the computation of transport taxes and additional charges, whether to Navigazione sul Lago di Garda's detriment or the passenger's, entitles to correction. By purchasing a ticket, the passenger unconditionally accepts all the legal effects of the Company's Conditions of Transport.

SEATS AVAILABILITY: the availability of seating and room on-board is set by the maximum load of each boat (under normal circumstances).

PRICE: the rate of full or concessionary fare boats tickets can never be less than the rate basis of € 3,00 for a one-way ticket and € 6,00 for a return ticket. Transport prices depend on possible changes, settled by the Ministry of Infrastructures and Transport, and they may be varied without any advance notice.

FULL PRICE FARE [1.00]: it allows passenger transport on boats, ferries and catamarans (no rapid services) on the liner public transport facilities. All the motorships in service are ONE CLASS boats.

SPECIAL URBAN FARE (U): 1,30 Euro rate for passengers travelling from the central jetty to the vehicle jetty (or vice versa) of the same port.

DAILY CIRCULATION TICKETS: there are daily-circulation tickets available, that permit to travel a clear day on the lake without any route or stop limitation. They can be: for the entire network, which is valid for all the services including fast services, otherwise for upper or lower part of the lake, valid for motorship, catamaran and ferry routes only. Admittance on fast services using upper part or lower part circulation tickets is permitted against payment of the connected extra charge for rapid routes.

VALIDITY AREAS	Tariff [3.00] Adults	Tariff [3.20] Groups - Seniors Promotions	Tariff [3.50] Schools – Disabled – Children (4-11 years)
1-day ENTIRE NETWORK (Desenzano-Riva or Peschiera-Riva) valid for all services, fast services included	€ 34,30	€ 28,00	€ 17,60
1-day LOWER PART of the lake (Desenzano-Gargnano or Peschiera-Gargnano). Valid on motorship, catamaran and ferry routes. Admittance on fast services is allowed against payment of the extra charge.	€ 23,40	€ 19,00	€ 12,40
1-day UPPER PART of the lake (Riva-Bogliaco o Castelletto) Valid on motorship, catamaran and ferry routes. Admittance on fast services is allowed against payment of the extra charge.	€ 20,50	€ 16,90	€ 11,00

SUBSCRIPTIONS: subscriptions are available for boats, ferries and fast services routes. Tickets are divided in 7 distance stretches, with monthly or fifteen-days validity, starting from any day by applicant's choice. The prices, according to the routes determined by the stretches specified on the diagram, are available at the ticket offices or on our company's website. To have title to the subscription, the applicant must fill in the appropriate form (which is valid as a self-certification), available at the ticket offices ashore.

TICKET VALIDITY: all one-way tickets, fast service tickets or extra charges are valid for the issue day only. Ordinary return tickets are valid for two days, i.e. the issue day and the next one; if they are issued the day before one or more holidays, they are valid for the back route until the following day of the last holiday. It's understood that the outward journey must occur necessarily on issue day.

TICKET VALIDITY ON FAST SERVICES (Sr): to travel by fast services, passengers must pay the connected extra charge, excluding the ENTIRE NETWORK daily circulation tickets. Reductions or concessionary fares cannot be applied to this supplement. Travellers owning any other kind of ticket are admitted on express runs by adding the required extra charge to the ticket they already own.

FEE FOR ON-BOARD EXACTION: tickets must be purchased at the ticket offices ashore. In case of tickets issued on board of boats leaving from docks provided with ticket offices in service, a 1.00 € fixed surcharge will be applied to every passenger, luggage or vehicle. This surcharge will also be inflicted to any other kind of ticket issued on board owing to the passengers' needs (i.e. extending trips, balancing rates, a. s. o.).

LOST, DESTROYED OR STOLEN TICKETS: travellers have no right to be refunded for lost, destroyed or stolen tickets.

INTERMEDIATE STOPS: every stop between the leaving and the arrival point quoted on the valid ticket in use is considered as an intermediate stop. No ticket allows to intermediate stops, excepting authorized cards, complimentary free tickets, and daily circulation tickets (excluding extra charges for fast services) and cards issued by the Company.

DETOURS: for intermediate journeys, the applied rate is the one calculated considering the shortest run. In case of non-direct journeys (passing by ports of longer stretches), the price is determined considering the dock on the longest run.

RATES FOR CONNECTIONS: in order to enable the passengers to get to those ports not served by direct routes, passengers are accorded connections, i.e. to catch the next available boat without any additional charges, on condition that it does not imply a longer route. Otherwise, the price will be calculated considering the longest run. In the event of a connection implying a fast service, it involves the payment of the appropriate extra charge, related only to the leg travelled by rapid service.

CHILDREN: children up to four years (not yet turned) can travel free of charge, on condition that they do not use a seat on their own and are accompanied by an adult (an adult can accompany a maximum of three children). Children from 4 to 12 (not yet turned) will pay the reduced fare [1.50] for ordinary tickets, and the reduced fare [3.50] in case of daily circulation tickets.

SENIOR CITIZEN REDUCTIONS: to all citizens (of every nation) over 65 years will be applied the reduced fare [1.20] on ordinary tickets and the reduced fare [3.20] on daily circulation tickets, from Monday to Friday, except for Saturdays, Sundays and holidays. To obtain this reduction, passengers are asked to show any valid identity card or document, in order to prove their age.

DISABLED AND SERIOUSLY HANDICAPPED PEOPLE: There are special conditions for particular groups of people mentioned here under, granted by showing documents, cards or others, certifying the needed requirements.

These special concessions are applied to normal routes and to all-day travel tickets; as regards fast services, the fixed extra charge for rapid service has to be paid in full anyway.

Special conditions are accorded to the following categories, both for Italian and foreign persons:

-) legally handicapped people and disabled victims of workplace accidents, with invalidity from 70% to 100%, including blind, and deaf and dumb;

-) handicapped people with seriousness implication (even properly certified, and comparable to an invalidity from 70% to 100%), i.e. persons with recognized disablement, singular or multiple, with a reduced personal independence, related to the age, which requires a general constant assistance, regarding the individual or relationship area.

Blind people can board their guide-dog free of charge, on fast services too, even if there is also a supporting companion.

The tariff [1.50] will be applied to all of the cases above-mentioned or, in case of daily-circulation card, the corresponding tariff [3.50].

Children up to 12 years old (not yet accomplished), properly accompanied, which fall into the above mentioned conditions, are free of any charge.

The aforesaid reduced fares will be granted to a supporting partner, too.

REQUIREMENTS CERTIFICATION TO OBTAIN CONCESSIONARY FARES: in all cases, travellers have the burden of proof that they possess the necessary requirements to obtain concessionary, reduced rates or special treatments. The checking must be possible both at the moment of tickets purchase or collection of concessional cards, and during the whole journey; it is based on the exhibition of a suitable document or certificate by the traveller. The unfulfilled showing of any required document excludes the application of the concessionary fare or, if it is established after the ticket issue, it implies its validity.

GROUP REDUCTIONS:

- **STANDARD GROUPS:** groups composed by at least 15 participants, summing up adults and children travelling together. To the adults, in case of ordinary tickets it will be applied the reduced fare [1.20], and in case of daily circulation tickets the reduced fare [3.20]; to the children from 4 to 12 years old (not yet turned), in case of ordinary tickets it will be applied the reduced fare [1.50], and in case of daily circulation tickets the reduced fare [3.50]. Free tickets granted: 1 adult every 25 paying participants. In case of fast services, every participant has to pay the relative extra charge, including the adult owning the free ticket, except for daily circulation tickets for entire network.

- **SCHOOLS:** groups composed by at least 10 students, for Italian and foreign schools (from nursery to high school): reduced fares [1.50] for ordinary tickets and [3.50] for daily circulation tickets. Free tickets: one teacher every 10 paying students. To obtain school groups reductions, a name list of the participating students has to be presented to the ticket office the day of travel, signed and stamped by the Headmaster.

EMBARKING BAGGAGE: it is considered as hand luggage any traveller's baggage under his own control and liability for its embarking, transshipment, disembarking and supervision during the whole journey, releasing N. L. G. from any responsibility. Every passenger can take with him only one luggage, provided that it does not exceed the following measures: weight less than 20 kg, side shorter than 0,60 m, volume smaller than 40 dmc. On catamarans and hydrofoil boats, it is not allowed to embark any luggage having its side longer than 60 cm, as well as any sort of goods. Each baggage exceeding the linear size and each further luggage, independently of the dimension, is submitted to the payment of the effective rates.

EMBARKING PETS:

SMALL DOGS = height to withers less than 50 cm: they are allowed on motorboats and catamarans. On hydrofoils only toy dogs are allowed, or those kept in a suitable bag/kennel, but anyway in the owner's arms or on his knees. They must wear a muzzle (except the ones carried in a suitable bag/kennel, but they must anyway be provided with) and they must be kept on a fixed leash (max 1,5 mt in length). They can be boarded for free.

MEDIUM – LARGE SIZE DOGS = height to withers more than 50 cm: they are allowed on motorboats and catamarans, but not on hydrofoils. They must wear a muzzle and they must be kept on a fixed leash (max 1,5 mt in length). Ticket: reduced fares [1.50] or [3.50], without extra charge on fast services (only for Catamarans).

General conditions for pets transportation: guide-dogs and security forces' or rescue trained dogs in service are completely free of charge and have no limitations.

The embarking of animals could anyway be limited or excluded at the incontestable discretion of the Captain, in case of great crush on the boat or in the event that the transportation would compromise the safeness of any other passenger.

The owner must make sure that the dog's attitude is proper to the exigencies of coexistence with humans and animals regarding the environment he is living in.

We remind our customer that the animals must not occupy the sitting places and must not enter the restaurant rooms; they must be accommodated so as to do not disturb any other passenger and at all events the owner must attend to the cleaning of any excrement.

To have information about subscriptions and other animals' transport conditions please ask to the ticket offices.

NO DANGEROUS MATERIALS' TRANSPORT: it is strictly forbidden to transport and to get embarked on ships any flammable material or object, or explosive, noxious ones, or with any risk properties, that can hurt or cause trouble or restrictions to travellers, or interfere with on-board manoeuvres.

BOARDING BICYCLES: Bicycles are not allowed on hydrofoil and catamaran runs (Sr and Cat). On boat runs (Batt), boarding bicycles is allowed according to the type of motorship in service and to incoming traffic. Passengers are therefore kindly invited to ask in advance at on-shore ticket offices or phoning the free customer service number 800-551801 (within Italy boundaries only).

EMBARKING BICYCLES, MOPEDS (and the like) ON FERRYBOATS: on ferryboats executing the vehicle transport service joining the ferry docks of two ports, the following categories are not considered as luggage: two-wheel vehicles, carriages and transport tricycles without engine, mopeds up to 49 cubic centimeters and two-wheels vehicles with back-up engine, which are considered to all intents and purposes as vehicles, and consequently taxed.

REFUNDS: a traveller can request a total refund of the ticket, except for the deductions and limitations mentioned in the next paragraph, if the passenger has renounced the journey in the following cases:

- a) if the departure is late at least 60 minutes on its scheduled time or if the route has been eliminated;
- b) if the traveller cannot depart by order of the competent authorities;
- c) if there isn't any room and/or embarkation is not possible;
- d) if the traveller cannot or does not intend to use the ticket, and cancels the trip within 30 minutes from the issue time, quoted on the ticket or on the travel document; in case of any ticket not showing the issue time, the passenger can ask for a refund directly at the ticket office that issued it.

A deduction as penalty will be applied (calculated on the ordinary rate per single traveller); the amount is proportional to the full-fare ticket value, up to a maximum of € 3.00 per passenger, as follows:

Price range	Penalty	Price range	Penalty
from 0,00 to 1,00 Euro	none	from 6,01 to 10,00 Euro	1,00 Euro
from 1,01 to 2,00 Euro	0,20 Euro	from 10,01 to 20,00 Euro	1,50 Euro
from 2,01 to 4,00 Euro	0,30 Euro	from 20,01 to 30,00 Euro	2,50 Euro
from 4,01 to 6,00 Euro	0,50 Euro	30,01 or more	3,00 Euro

If the failed transport execution in consequence of one of the causes above-mentioned at the points “a”, “b” or “c” occurs during the trip, the refund will be calculated considering the difference between the amount paid by the traveller and the due amount for the realized trip. Travellers have no right to be refunded for lost, destroyed or stolen tickets.

The only competent authority on this subject is the Direzione di Esercizio della Navigazione sul Lago di Garda - Piazza Matteotti, 25015, Desenzano del Garda (BS), to which a written request for refund must be addressed, with the original tickets attached.

IMPORTANT ADVICE: missed train connections, the omission of landings and stops as well as interruptions owing to force majeure, do not enable to complain against Navigazione for any reimbursement. In case of fog, pitch dark, snowstorm, tempest and so on, on captain's own free judgment, runs may be totally or in part cancelled, suspended or interrupted, not entitling the travellers to claim for any reimbursement against Navigazione.

STRIKES: in case of strikes, public transport services execution is provided in two guaranteed time-courses, as prescribed by Law Nr. 146/90 (one time-course in the morning and the second one in the afternoon). The guaranteed ranges of time may vary according to the current timetable and strike conditions, conveyed by the Trade Unions. For further information, please phone the free-toll number or ask at the ticket offices.

For any further information not specifically indicated above, it is possible to refer to the fare and transport conditions at the Management and at the ticket offices ashore and on board.